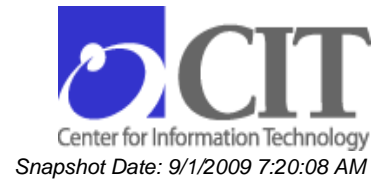


Customer Service Report for ASB

For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
Accounts											
Access/Login	0	0	0	1	0	1	0	0	0	0	0
Application Support											
OS/NOS/Request	1	0	0	0	0	1	0	0	0	0	0
Specialized Application	1	0	0	0	0	1	0	0	0	0	0
Stats-SAS-Desktop	1	0	0	0	0	1	0	0	0	0	0
ASR											
Colocation-OFF	0	0	0	1	0	1	0	0	0	0	0
Colocation-ON	0	0	0	3	0	3	0	0	0	0	0
Other	1	0	0	8	0	6	0	0	3	0	0
Windows	0	3	0	0	0	3	0	0	0	0	0
CIT Categories											
Web Site Issue	1	0	0	0	0	1	0	0	0	0	0
NIHnet											
Network Sec-Firewall	0	0	0	1	0	1	0	0	0	0	0
OS/390											
General Info	2	0	0	0	0	1	0	0	1	0	2
Other	1	0	0	0	0	0	0	0	1	0	5
Printer/VPS	0	0	0	23	0	2	0	0	21	0	1
Security & RACF	1	0	0	0	0	0	0	0	1	0	41
Telecommunications											
Conferencing	0	1	0	0	0	0	1	0	0	0	0
Grand Total:	9	4	0	37	0	22	1	0	27	0	1

Total Tickets Closed: 27

Total Tickets Assigned/Pending/Checked Out: 23

Total Tickets Created: 50